

# **HUMAN RESOURCES SPECIALIST**

## **JOB PURPOSE AND SUMMARY**

Provides a variety of responsible and complex paraprofessional and highly technical human resource services primarily in the employee benefits functional area in Human Resources.

## **CLASSIFICATION DISTINCTIONS**

This single-level classification in the Human Resources department is responsible for a range of specialized, technical functions and services related to employee benefits. It is distinguished from the HR Representative series by the level and paraprofessional nature of the work, and the application of procedures rather than theory and principles of human resources. This classification is intended as both a promotional opportunity for admin support staff with clerical level HR experience or as an entry level classification for new graduates with a degree in Human Resources or other closely related field. The HR Specialist reports to a HR Manager. Work is performed with minimal supervision and incumbents have latitude for exercising independent judgment and initiative within established policies, guidelines, and procedures.

## **KEY OR TYPICAL TASKS AND RESPONSIBILITIES:**

- Reconcile monthly carrier bills for multiple benefits plans; reconcile associated general ledger accounts, identify and resolve discrepancies, prepare journal entries and fund transfers. Process weekly claim payments for self-insured health plans.
- Respond to questions about health benefit claims procedures; resolve routine claims issues. Interface with health benefit carriers to provide information or answer questions.
- Research and resolve problems and questions regarding benefit eligibility, types and cost of coverage, and eligibility of dependents.
- Act as primary point of contact for benefits enrollment and eligibility.
- Develop, coordinate, and deliver new hire benefits orientation; explain benefit programs.
- Audit employee and dependent eligibility for benefits and ensure data is maintained accurately.
- Determine COBRA/Retirement eligibility, send timely notices of eligibility, maintain database with accurate, up-to-date information, post monthly payments and prepare deposits, and counsel separating employees regarding options.
- Plan and assist in planning annual open enrollment; respond to employee questions regarding benefits choices.

- Compose and send correspondence covering a variety of human resource matters.
- Conduct studies, analyses, and research on a broad range of paraprofessional, technical human resource assignments.
- Performs related duties as assigned.

## **QUALIFICATIONS**

### **Education and Experience:**

Job related degree OR three to five years of experience related to the specialized area.

Other combinations of education, training and experience that would provide the required knowledge, skills and abilities will be considered.

**Knowledge of:** Basic knowledge of federal, state, and local laws and regulations relevant to employee benefits programs; applicable computer applications and technology; accounting principles and practices; contemporary office practices and procedures; business letter writing and basic report preparation; planning, scheduling, monitoring and problem solving; research techniques and data analysis; departmental policies and procedures, trends and practices within the employee benefits area.

**Ability to:** provide technical support and assistance to a wide range of human resources benefits programs and services; interpret, apply, and explain employee benefits policies, techniques, procedures, and programs; maintain and reconcile billings; communicate clearly and concisely both orally and in writing; make extensive and effective use of automated systems and technology; maintain confidentiality as appropriate; establish and maintain effective working relationships with employees, retirees and former employees, benefits carriers, other governmental agencies, and the public.

### **WORK ENVIRONMENT & PHYSICAL DEMANDS:**

Incumbents typically work in an office setting. Work involves management of multiple priorities and can involve face-to-face interactions in stressful or sensitive situations.

Essential tasks include use of the telephone and personal computer, writing, reading, speaking, and listening.